Question: 1

Your customer wants to measure agent performance based on feedback from their end customers.

If you end customer provides negative feedback, their incident needs to be reopened automatically. Identify three tasks to fulfill these requirements.

A. Create a broadcast survey.
B. Schedule a survey to run on a daily basis.
C. Set an incident business rule to send the survey when an incident is closed.
D. Create a new queue for unhappy customers.
E. Create a transactional survey.
F. Create a report of survey responses.
G. Assign score to the survey questions and set the status field based on the values of the responses.

Answer: C,E,G

Question: 2

Your customer has asked you to configure profiles for an Oracle RightNow CX Cloud Service Engine implementation.

Your customer's requirements:

- There will be two queues.
- All incidents will be pulled by the agents.
- Delivery is based on the due date assigned to the incident.
- No agent will be allowed to work on more than five incidents at a time.

Select two configurations needed to accomplish this.

A. Set Pull Policy to Strict priority
B. Set Pull Policy to First Due
C. Set Pull Policy to Manual
D. Set Pull Quantity to 5

E. Set Inbox Limit to 5
F. Set Pull Quantity to 2
G. Set Inbox Limit to 2

Answer: C,D

C: from scenario: All incidents will be pulled by the agents.
D: from scenario: No agent will be allowed to work on more than five incidents at a time.

Question: 3

You are updating the “Salesman” profile in a site where a new custom object has been created called CO.Salesman.

Your customer has requested their salesman to update record in this custom object.

What two settings in the “Salesmen” profile have to be updated to allow them access?

A. Contacts Tab: Select the Edit check box for Sales.
B. Custom Objects Tab: select the Read check box for package Name “CO” and object Name “Salesman”.
C. Service Tab: select the Add/Edit check box for incidents.
D. Custom Objects Tab: select the update check box for package Name “CO” and object name “Salesmen”
E. Add a workspace for the Salesmen custom object.
F. Sales Tab: select the Edit check box opportunities.
G. Update the workspace for Opportunities.

Answer: D,E

Question: 4

You have created an add-in that utilizes the SOAP API, and uploaded it to the agent desktop and the incident workspace so that agents can access your custom product registration table.

The agents are getting an error when trying to use the add-in.

Which three permissions are required for an Agent to use an add-in an incident workspace?

A. Object Designer
B. Custom Object Read
C. Account Authentication
D. Session Authentication
E. Custom Object Create

Answer: A,C,E

C (not D): We have two types of authentication modes for Connect Web Services for SOAP. The original mechanism was simple Account username and password. A new mechanism (available since Aug 2011 release) is to support Add-Ins where the logged-in Account's session can be used to authenticate. As noted the session-based authentication only works within the Add-In framework.

Question: 5

Your customer wants you to separate their contact records by development.

You determine that to enable this functionality, you need to implement a new custom field, and that the field will need to be available to agents to enter and maintain the values.

Select the four steps to accomplish this.

A. Create a "department" custom field in the incident table.
B. Set the custom field data type to Text Field.
C. Create a navigation set that includes the "department" custom field.
D. Update the Context Workspace with the new "department" custom field.
E. Create a "department" custom Field in the contact table.
F. Add a name and a column name for the new custom field.

Answer: A,B,D,F

Note:

* Custom Fields

Custom Fields are created in the knowledge base to allow the collection of business-specific information, to best meet the organization’s needs.

After being created, custom fields can be added to workspaces (D) and scripts, be used as search filters in reports, or as audience filters in RightNow Marketing and RightNow Feedback.

When creating a custom field, Admins can specify whether it is visible and editable on the Agent Desktop and, for some custom fields, visible and available to gather details on the Customer Portal.

Admins can also specify a data type for the field, choose whether the field is required or not, and set a default value.

Text field data types allow you to create an input mask to require that information entered in the field matches a defined format.

When Admins add or edit custom fields, those modifications may be completed in real time or scheduled and performed in the background.

* When adding custom fields, there are several visibility options. The visibility options define where and how custom fields are presented on the Agent Desktop and the Customer Portal. For example, you can make a contact custom field visible to staff members when adding an incident, but restrict their ability to edit it.

Custom fields with end-user visibility are displayed on the Customer Portal. If you display a custom field that is not editable by customers, it does not appear on the Ask a Question page. There are other ways to determine visibility on the Customer Portal, such as widgets and page code.

Answer, incident, contact, opportunity, organization, sales quotes, and tasks custom fields must also be added to the appropriate record’s workspace.

Question: 6

Your customer has asked that all of the knowledge base answers be updated with new address and contact details.

There are about 500 answers existing to date and your client informs that they will be moving again at the end of the year and do not have the man power to keep this up to date on an ongoing basis.

Your client has three interfaces for each of their lines business that will all have different information.

What do you tell your client to configure?

A. Search for all answers with the address and update them.
B. Call support and have them run a search and replace on the database.
C. Create variable and update all answers to include it.
D. Create a standard text to include the new addresses and update all the answers to include it.

Answer: D

Question: 7

Your customer would like you to create a workflow following these requirements:

Requirement 1: The workflow will allow the agent to switch between workspaces by clicking the “Select Workspace” button.
Requirement 2: The agent can launch the script both within the workspace as well as by leaving the workspace while still inside the workflow.
Requirement 3: The workflow must capture all phone data provided to the agent in their desktop softphone application.

- DSN
- ANI
- Language
- Exit reason
- Transfer From
- Transfer Notes

Requirement 4: If a contact record exists, the workflow must load the contact found as the contact for the incident.
Requirement 5: If a contact record is not found, the contact will be created with all the data captured from softphone.

Your customer is not willing to purchase or deploy custom objects to manage any data coming from their CTI integration.

Identify which three requirements can be accomplished through the use of standard workflow/workspace functionality.

A. Requirement 1
B. Requirement 2
C. Requirement 3
D. Requirement 4
E. Requirement 5

Answer: A,B,D

Note:
* A desktop workflow is a sequence of workspaces, scripts, decisions, and actions – even other embedded workflows – that supports a business process. Using an intuitive design interface, you define a workflow by assembling a set of elements into a logical order to form a flow diagram, then adding decision logic to advance the flow.

Question: 8

Identify the three options available on the deployment screen in customer portal.

A. Rollback
B. Stage
C. Develop
D. Production
E. Promote

Answer: A,B,E

Question: 9

Your customer has a complex workspace that has 60 + tabs, 100 + data fields and over 200 + rules that are fired based on agent actions for their different business functions.

Your customer has told you that their workspace is painfully slow and the call center agents cannot do their work.

The customer would like to keep using a single profile for all their agents to simplify administration.

You have condensed many of the rules in the workspace into named events to try and speed things up, but on the call center agents' workstations its still just too slow.

Which three options will speed up the agents' workspace?

A. Reduce the number of tabs that need to be rendered
B. Utilize workflow to split the workspace into more than one
C. Reduce the number of data fields on the workspace
D. Utilize a single workspace per business function and assign it to the profile
E. Create workspace rules to hide unused tabs when the workspace loads.

Answer: A,C,E

* In many cases, a workspace contains many fields or controls that are applicable only in certain scenarios. Set the default state (visibility, required setting, and read-only setting) to match the most-common cases, and then use rules to handle the uncommon cases by dynamically showing/hiding/changing required or read-only settings. When using rules to show or hide multiple fields/controls, try to group these items onto tabs or panels and hide/show just that tab or panel. By following these best practices, you will make your rules easier to maintain and you will minimize workspace flickering that can happen when you first show and then hide fields and controls.

* Oracle RightNow Contextual Workspaces Cloud Service is a very powerful add-in option that gives you the ability to tailor your workspaces to meet complex enterprise business needs. It can also make your agents more productive, by providing them with what they need, when they need it. For example, you can show only the information and fields that are relevant, based on

• What type of interaction it is
• Who the customer is
• Who the agent is
• What is happening during the interaction

Question: 10

A customer wants to change the following text on the receipt and ask submit page:
“Thanks for submitting your question. Use this reference number for the follow up: #120728-000001
A member of your support team will get back to you soon.
If you need to update your question and you already have an account, log in, click the Your Account tab, and select the question to open and update it.”

Which two actions will allow you to identify the correct message base item if you do not know which message base you need to edit?

A. Run a message base report and search for the text string you want to change.
B. Identify the customer portal page that includes the text you want to change and identify the message base from within the code.
C. Look for the message in the receipt email body.
D. Submit an incident to customer care.

Answer: A,B

Question: 11

Your customer has performed a search on the knowledgebase and has stated that they are getting strange results. Every time they search for the word "widget" the correct answer appears as the 10th answer on the search results and not at the top of the first page.

How can you increase the value of the word "widget" In the knowledgebase search results?

A. Assign all products and categories to the knowledgebase answer.
B. Set the display position to "Fix at top."
C. Set the display position to "Place at top."
D. Add the search term to the keyword field of the knowledgebase answer.

Answer: D

Incorrect:

Not B: would ensure that widget would always be at the top over every list, but the value of the word would not be affected.

Question: 12

Your customer runs a 24/7 call center and has a policy starting that incidents that agent's solved by the end of an agent's shift should be moved out of that agent's inbox to be worked by another active agent.

Which two actions will accomplish this?

A. The agent does a multi-edit update for all incidents in their inbox and changes the assigned field to full.
B. The agent reassigns each incident to another agent before they log off.
C. Add a business rule that when an agent logs out, the Assigned field should be set to null for any unresolved incidents for that agent.
D. Create a workspace rule that sets the Assigned field to null when an agent logs out.

Answer: B,C

Incorrect:
Not D: Use a business rule, not a workspace rule.

Question: 13

Your customer has asked you to fulfill a list of requirements for their incident workspace.

The customer has explained that the following constraints will be place.

- All incidents received will via a web from that your customer manages which is automatically forwarded to the Oracle Rightnow CX Service mail server.
- All incident data will be formatted exactly in the same manner in each email using the following format:
    - Last Name
    - First Name
    - Product

- Serial Number
- Question

Requirements:

- Create a tab with “Risk Management” data consisting of custom fields and custom object data, and hide it from all standard agents.
- If the serial number is greater than 500000 set the value of the custom field “Risk Management” Yes.
- Capture the “Product” field from the email and populate the product in the incidents.prod_id field.
- Capture the Last and First names from the email and populate the product contact.last_name and contacts.first_name fields.
- Create tabs for each product linking to the product information page on your customer’s web site.
- Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

They have asked that no customization be part of the new workspace.

Identify the three requirements that are met using standard product features within the workspace.

A. Create a tab with “Risk management” data consisting of custom fields and custom object data, and hide it from all standard agents.
B. If the serial number is greater than 500000 set the value of the custom field “Risk management” = Yes
C. Capture the “Product” field from the email and populate the product in the incidents.prod_id field.
D. Capture the Last and First names from the email and populate the product in the contact.last_name and contacts.first_name fields.
E. Create tabs for each product linking to the product information page on the customer’s web site.
F. Once the product has been set in the workspace open up the applicable tab automatically for the agent to view.

Answer: C,D,F

Question: 14

During requirements gathering, your customer determines that since they will be directing customers to support pages from their website, they would like the default Home page to be removed.

Which three of the available options are required to complete this requirement?

A. Delete the home.php file from the customer portal site.
B. Update the config verb CP_Login_URL
C. Remove the "Home page" navigation option from the template file.
D. Update the config verb CP_HOME_URL.
E. Upgrade the site.css file to remove references to the Home page.

Answer: C,D,E

Question: 15

Your customer wants to set a disposition and add specific standard text item automatically based on a given endpoint within guided Assistant path info the response thread.

What are the two steps required to complete this request?

A. Create a Named Event to fire each end point of the Guide.
B. Use an Incident Business rule to fire a named event and populate the standard text to the message thread.
C. Use Agent Workspace rule to populate the standard text to the message thread and set the disposition when the named event is fired.
D. Use Agent Workflow to populate the disposition and populate the standard text based on the named event in the guide.
E. Use a workplace rule to create a pop-up box reminding the agent to select the disposition and make the disposition field required on the incident workplace.

Answer: A,C

Note:

* To create a simple rule using named events, open a test incident workspace and:

1. Create a rule to fire a named event:

   1. Create a simple rule like: when Incident.Subject changes then fire a Named Event value "SubjectChanged".
   2. To set the name of the named event, click on the link: "named event" in the "Then Actions" tab of the rule designer.
   3. After this you will see the name you entered as the rule action, such as "This rule will fire SubjectChanged named event."

2. Create a second rule to take action on the named event from above:

   1. Create a rule like: when "SubjectChanged" named event fires then set Incident Status = Updated.
   2. To set the rule to fire on this named event, select "A named event fires" from the "When" tab of the rule designer.
   3. Enter "SubjectChanged" as the named event value (to match the rule above).
   4. Set a rule action (in the "Then Actions" tab of the rule designer) such as: set Incident Status = Updated.

When you test this workspace you should see that the incident status is set to "Updated" after you change the Incident subject.

Question: 16

In a Customer Portal design session, the customer explains to you that they have multiple brands, and that they have multiple websites to reflect these brands.

After reviewing the sites with the customer, you notice that each of the sites contain the same layout and content, but has different colors and branding, such as logos.

Which option allows for a consistent layout and dynamic branding?

A. Use a single theme across all Customer Portal pages, and implement templates dynamically.
B. Do not use a template, and implement themes dynamically.
C. Do not use a theme, and implement templates dynamically.
D. Use a single template across all Customer Portal pages, and implement themes dynamically.

Answer: D

Question: 17

Your customer has asked you to create a report that will need to be sent to the executive management.

None of the receipts of this report has access to the system, and the same monthly report should be delivered to all recipients.

The management team frequently changes and your customer does not want to alter the report schedule after configuration.

After creating the report what two additional steps need to be taken?

A. Create a schedule record for the report.
B. Send a notification to the execution team that the report is available.
C. Set the up staff accounts for the executive team.
D. Create and add the distribution list to the schedule.
E. Create a dashboard for the report.
F. Upgrade the permissions for the report to include the executive team.

Answer: A,D

Note:
* Distribution Lists
Email address lists that you can use when scheduling reports, configuring rule notifications, forwarding incidents and opportunities, and using CC and BCC in incident responses
.

Question: 18

Your customer supports three different brands and needs to be able to send and receive emails using differently branded email.

The end customers may not know that the three brands are supported by the same company or that the Oracle RightNow CX Cloud Service is being used.

Identify the three configurations that must be made to enable this requirement.

A. Use SMTP Forwarding from your customer’s mail server to the default service mailbox.
B. Create three service mailboxes on the console, and use SMTP forwarding from your customer’s mail server.
C. Use the Friendly From/Branded Address.
D. Use the custhelp.com email address as the Reply To Address.
E. Use your customer’s branded email address as the Reply To address.

Answer: B,C,E

Note:
* Key Elements of the RightNow CX August 2011 Release include:
Enhanced Mailbox Branding - Provides a “Friendly From/Branded Address” field to increase personalization and relevance for service and marketing emails.

Question: 19

Your customer's agent is using the Co-Browse feature with an end customer who is using a Mac.

The Co-Browse is displaying an error and will not work. What action must the agent take to allow Co-Browse to work on Mac OS?

A. Nothing, Co Browse is not supported for a Mac OS.
B. Instruct the end customer to enable Java on their Mac.
C. Have the customer clear their browser cache and try again.
D. Have the customer use the IE browser.

Answer: B

Incorrect answers:
Not A, Not D:
Oracle RightNow Cobrowse Cloud Service supports all browsers (such as Internet Explorer, Firefox, and Safari) and works on all platforms (Macintosh, Windows, and Linux).

Question: 20

Your customer has a single Service level Agreement and applies the service Level Agreement called Reseller when a contact is a reseller of their services.

These end customers often have their own ticketing system, and in order to capture the reseller's ticket number, the customer has requested that their Ask page be upgraded to include an External Ticket Number custom field only when the logged in contact has a Service level Agreement that only a reseller would have.

Which two widgets or tags are used to complete your customer's request?

A. Use the "Conditional" tag with an "sla" attribute.
B. Use the "FormInput" widget.
C. Use "FormInputCustom" widget.
D. Use the "FormSubmit" widget.
E. Use the "Field" tag with the "name" attribute.

Answer: A,E

Question: 21

Which three actions must be performed in order to configure cloud Monitor?

A. Add or update navigation sets to include the Cloud Monitor navigation button and component
B. Add or update profiles to include-Cloud Monitor permissions.
C. Add or update profiles to include permission to add themes and Clustering.
D. Add or update staff accounts to use profiles that include Cloud Monitor permissions.
E. Add or update a list of favorites.
F. Set up a Cloud Monitor search schedule.

Answer: A,B,D

/ Before you can monitor the social cloud to search for information related to your organization, you need to configure your application to provide access to the RightNow Cloud Monitor.

To provide access to the RightNow Cloud Monitor it is necessary to:

* (A) Add cloud monitor to Navigation Sets
* (B) Add cloud monitor permission to Profiles

Question: 22

Your customer wants to implement a new business process. They have given you these requirements:

- All contacts when created will have the contacts.c$free_trial custom field set to NO (default in no value).
- All contacts will be added to organization = “Temp”.
- All contacts with contacts.c$free_trial = “Yes” will have an opportunity created that is assigned to “agent 1”, with a status = “Lead” and territory = EMA – United Kingdom.

Identify the three minimum rule types to be configured to meet the requirement.

A. Chat Rules
B. Contact Rules
C. Incident Rule
D. Opportunity Rules
E. Organization Rules
F. Survey Rules
G. Task Rules

Answer: B,D,E

B: Contact Rules
Contact Rules are triggered when contact records are created or updated.
For example, you can use contact rules to automatically apply service level agreements (SLAs) or to set fields based on how the record is created or updated
.

D: Opportunity Rules
Opportunity rules are triggered when a sales

opportunity is created or updated. You can use opportunity rules to notify managers when a sales opportunity reaches a certain status in your sales cycle

.

E: Organization Rules

Organization Rules are triggered when organization records are created or upda ted. For example, you can use Organization Rules to notify support staff or accounts receivable when an organization record is created or updated

.

Question: 23

Your customer is a printing company and every knowledgebase article contains the word "print.

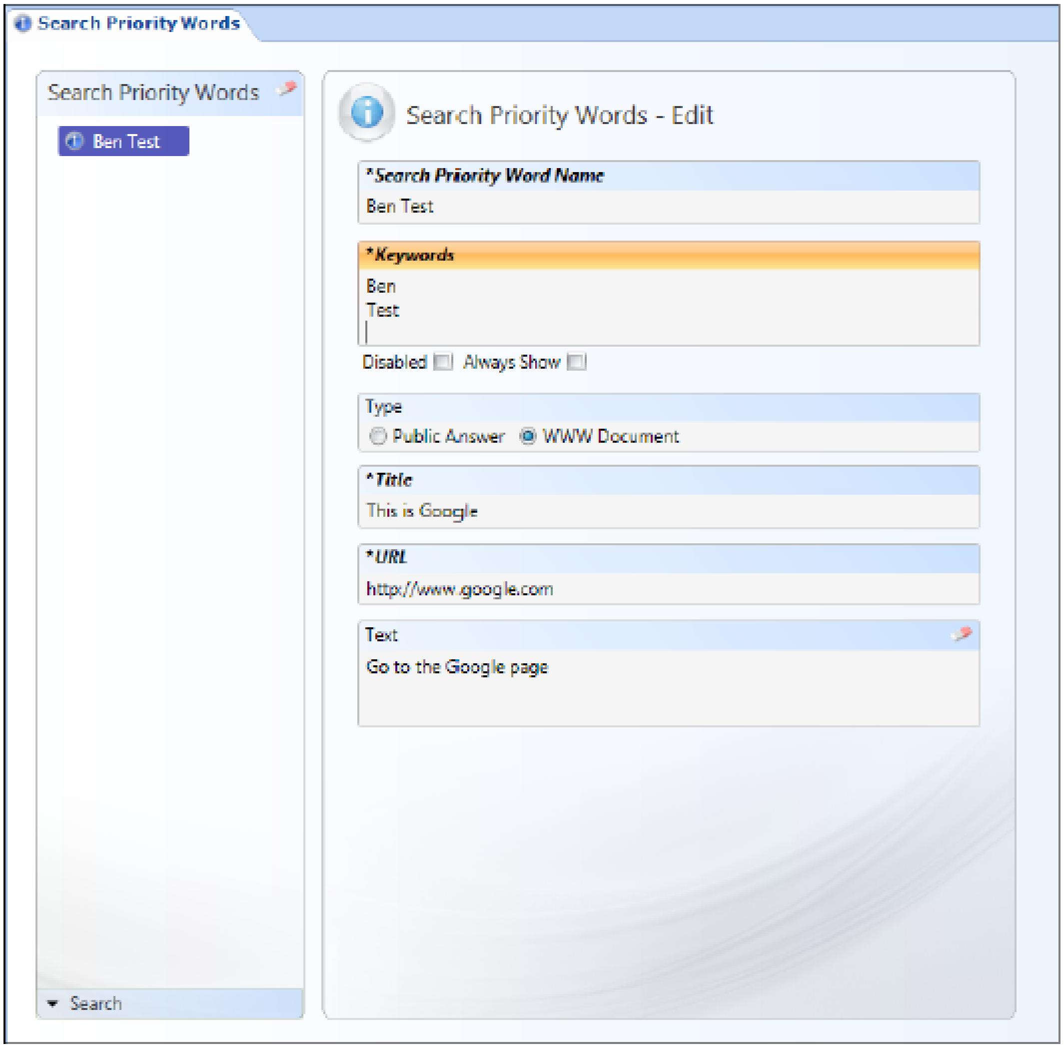
Which configuration will enable end customer searches to return a single knowledge article result when searching with “print”?

A. Add “print” using the stop word editor and add “print” to only one knowledgebase article keyword
B. Add "print" using the Stop word editor and add "print" to the alias file.
C. Add "print" to only one knowledgebase article keyword and add "print" to a search priority word and assign multiple answers.
D. Add "print" using the stop word editor and add "print" to a search priority word and assign one answer.

Answer: D

Search Priority Words editor. This feature of Oracle RightNow Knowledge Cloud Service used to be known as the Topic Words editor in versions released before May 2010. This feature (see Figure below) is used to manually show an answer at the top of all search results when a certain search term is entered. Entering a search priority word is helpful when you are confident that you know exactly which answer a customer wants to read when that person enters a particular search term.

Widely using the Search Priority Words editor is not recommended; instead, use it sparingly for special situations, such as when you have an umbrella answer.



Question: 24

You customer has added a new interface and requests that you set up three navigation sets and associate them with three profiles.

You log in with your original credentials and add the navigation sets.

When you edit the profile and select the dropdown for the new navigation set you don't see the navigation sets you just added.

Why can't you see the navigation set that should be displayed?

A. The profile doesn't have permission to the new interface.
B. You forgot to set the permission in the navigation set for the new interface.

C. The interface was not installed correctly.
D. You added the navigation set in the wrong interface.

Answer: A

Note:
* **Navigation sets and custom workspaces are associated with profiles. A Profile has to have a Default Navigation Set**.

* The following items must be created before adding profiles.

Navigation sets. Profiles without navigation sets do not allow access to reports and other components
Custom workspaces (optional). If you use custom workspaces, we recommend creating them before creating profiles so you can assign workspaces to specific profiles.

* The configuration tasks required when starting to use RightNow CX are:

Create Navigation Set
Create Workspace (optional)
Create Profile (associate Navigation Set and Workspace with the Profile)
Create Staff Account (associate Profile with the Staff Account)

Question: 25

Which example requires the use of a one to many, parent child custom object application?

A. Your customer wants to keep track of the end customer's Customer identification Number
B. Your customer has stated that they want to report on end customers that have similar attributes.
C. Your customer has stated that they want to track when end customers are contacted by sales associates.
D. Your customer wants to keep track of all the cars the end customers drive.

Answer: D

One single customer may use many cars.

Question: 26

Your customer has asked you to enable their system and agents to capture an order number.

The order number field is a nine-digit alphanumeric field.

They would also like their end customers to enter their own order number when asking a question on the customer portal pages.

Identify three steps to establish the field.

A. Create a custom field for Answer.
B. Select the Interface Visibility End User – Read/Write check box.
C. Select the Interface Visibility Marketing & Feedback to web form check box.
D. Create a custom field for Incident.
E. Set the data type for a custom field to Text Field.
F. Set the data type for a custom field to Menu.

Answer: A,B,E

E (not F): Text field not Menu.

Question: 27

Your client has VIP customers (all of which have a custom contact field of VIP to ‘Yes’). They want to offer these customers a higher priority service on Chat.

You intend to do this with a VIP queue.

Which three steps do you also need to perform?

A. Create chat rules so that contacts with the VIP field set to ‘Yes’ are quoted to the VIP queue.
B. Add the VIP queue to the profile of the agents that are taking chats.
C. Set the Pull Policy to manual.
D. Move the VIP queue to the top of the top queue list.
E. Create incident rules so that contacts with the VIP field set to ‘Yes’ are routed to the VIP queue.
F. Create a rule to set an SLA.

Answer: A,B,D

Incorrect:
Not E: incident rules
Incident Rules are triggered when incidents are created or updated. You can use incident rules to notify staff when incidents are received, to automate an escalation, or to present end-users with SmartAssistant suggested solutions.

Not F: Setting a Service Level Agreement is not required here.

Question: 28

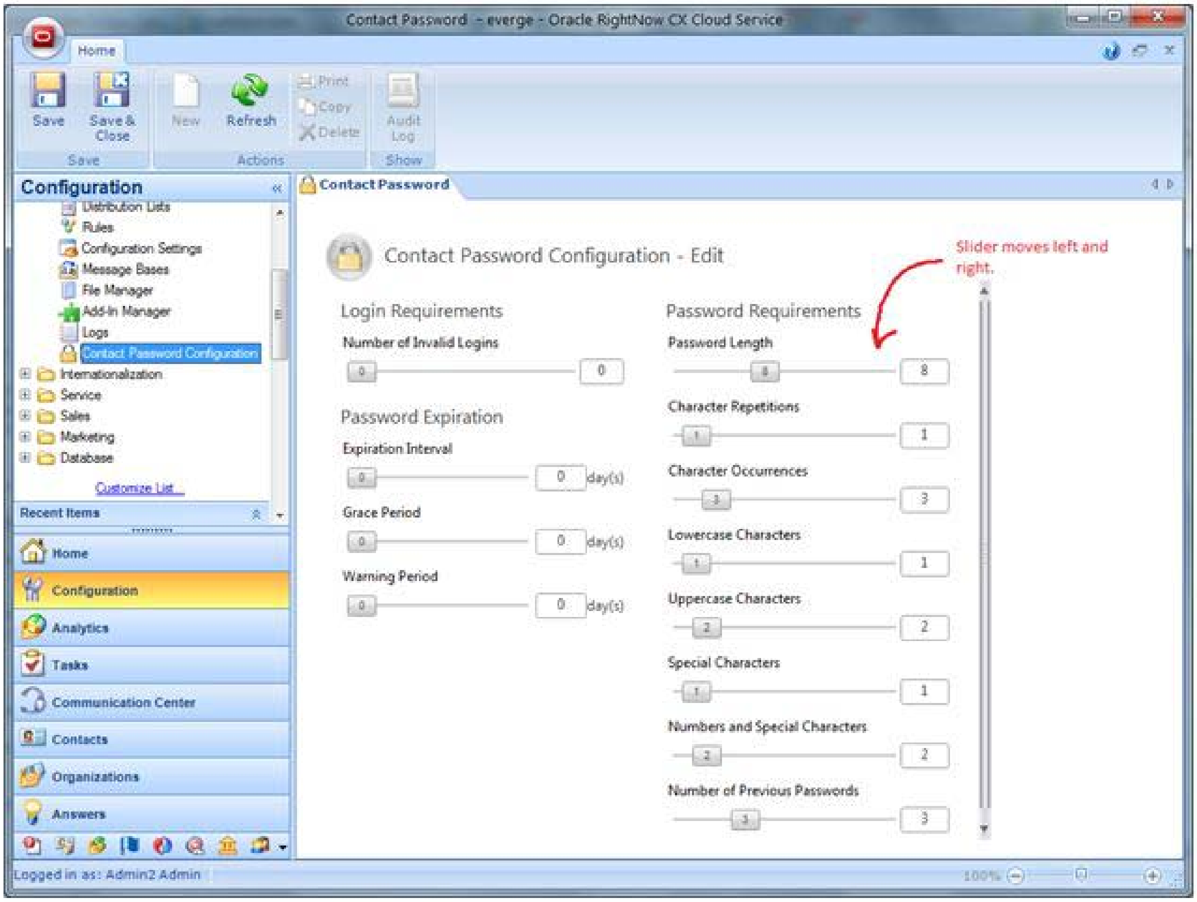
What is the maximum number of special characters that can be required in a password in addition to having lower and uppercase letters, two numbers, and a maximum character length of 10.

A. 5
B. 3
C. 6
D. 1
E. 8

Answer: C

One lower case later, one uppercase letter, two numbers. All the remaining characters can be required to be special characters.

Note:
*



Question: 29

Your customer has requested a workflow with the following requirements:

- All workflows have a return event that allows users to exit the workflow
- Every return event leads to a wrap up script that is positioned just before the incident workspace
- Every exit takes the agent to the incident workspace
- There is a "return to script" button on the workspace to take the agent to a workspace listing all available scripts.

Identify the requirement that could not be met.

A. The workflow must take the agent to an incident workspace to finish their work.
B. The workflow must allow the agent to restart the workflow from the ending Initial workspace.
C. There must be a single script that all agents see to finish their conversation with the end customer.

D. The agent can exit any script in the workflow, go to the workspace, and return to the script page that they originally left from.

Answer: D

Note:
* Oracle RightNow Desktop Workflow Cloud Service
helps agents switch context during interactions.
With Oracle RightNow Desktop Workflow Cloud Service,
you design workflows that span the ful
interaction from start to finish. These interaction flows can present the agent with a sequence of workspaces and scripts dynamically as the
context of the interaction evolves. As your workspaces
become more tailored to specialized contexts,
Oracle RightNow Desktop Workflow Cloud Service
becomes an essential means of switching between workspaces

Question: 30

You have created variables for your customer address to be used throughout their system

What three pieces of functionality will allow the use of these variables?

A. Answers
B. Incidents
C. Incident Rules
D. Standard text
E. Workflow
F. Agent Scripting

Answer: A,C,F

A: You can use variables when authoring answers

C: A variable is a piece of data with a value that can change during rules processing. You define what its default, or starting, value should be. Then, based on conditions you specify, the variable can be modified by rule actions. You can also use the value of a variable as a condition of a rule. The value of the variable is temporary, existing only during the particular rules processing session. When rules processing is started the next time, the variable’s value is reset to the default value.

Question: 31

Your customer has previously allowed their end customers to be able to submit incidents only via an email mailbox into Outlook.

Now that they are developing Oracle RightNow CX Cloud Services and a Customer portal, they still need to allow emails to be submitted and have an incident created.

What two items must be enabled to meet this requirement?

A. EGW_ENABLED
B. EGW_AUTO_CONT_CREATE
C. EGW_UPDATE_BY_CREATE
D. EGW_SAVE_EMAIL_HEADERS
E. EGW_SECURE_UPDATE_ENABLED

Answer: A,B

A: As long as you have EGW_ENABLED set to Yes then incidents should be updated when the customer replies to the email.

B: Note:
* If a customer has emailed in regarding a problem and you have EGW_AUTO_CONT_CREATE set to NO then the customer can't create an incident without first creating an account. Equally, with MYSEC_AUTO_CUST_CREATE the customer will need to have created an account before using 'Ask a Question'.

Interestingly if a customer emails in and EGW_AUTO_CONT_CREATE is set to YES then they will get a random password!

Question: 32

You are creating several new standard bead entries and want to use variables in your standard text.

What is the difference between "Variable" and "$"?

A. Variable pulls in a dynamic value from the database and $ is a fixed variable.
B. Variable pulls in a dynamic value from the database and $ allows the agent to enter a value.
C. Variable is a fixed value and $ pulls in a dynamic value from the database.
D. $ pulls in a dynamic value from the database and Variable allows the agent to enter a value.
E. $ allows the agent to enter a value and Variable is a fixed value.

Answer: A

Question: 33

How many levels can Products, Categories, and Dispositions have in each hierarchy?

A. 2
B. 3
C. 4
D. 5
E. 6

Answer: E

Products and categories organize data in the same ways, and you can choose to use either or both when you configure RightNow Service. If you use both, incidents and answers can be organized into specific classifications, and customers can search for answers using product and category filters. You can create up to 6 levels each of products and categories and specify the number of levels agents must enter when working with incidents.

Question: 34

Which are two true statements about chat surveys?

A. You can create a chat rule to email a transactional survey to the customer at the end of a chat.
B. Sending a link to a survey can only be done by the agent during or at the end of chat.
C. You can create a chat rule to pop up a transactional survey at the end of a chat.
D. When displaying a link to a chat survey, customer information cannot be linked back to the chat.

Answer: A,C

Note:
* Chat Surveys
Oracle RightNow Chat Cloud Service facilitates real-time chat sessions between your agents and customers visiting your Website. Completion of a chat session is a prime time to gather feedback measuring the effectiveness of the chat channel and to gain deeper insight into your online customer experience. Configurable chat business rules enable you to present customers with a Website link survey when the chat session is complete or when the chat is canceled (C). A transactional survey may also be e-mailed to the customer after the chat is completed instead of “popping” the survey to the screen. (A)

* As part of the Oracle RightNow CX Cloud Service solution, there are at least 11 different ways to listen to your customers: transactional surveys, broadcast surveys, Website link surveys, chat surveys, voice surveys, surveys by proxy, answer feedback, site feedback, social monitor, support community, innovation community, and periodic review of incidents.

Question: 35

Your customer would like you to alter the create account page.

```
1. <form id = “rn_CreateAccount” onsubmit = “return false;”>
2.          <div id= “rn_ErrorLocation”> </div>
3.          <rn:Widget path= “Input/FormInput” name = “contacts.email”
            required = “true” validate_on_blur = “true” initial_focus = “true”/>
4.          <rn:widget path = “Input/FormInput” name = “contacts.login” required = “true” validate_on_blur = “true”>
5.          <rn:condition config_check = “RNW_UI:EU_COST_PASSWD_ENABLED = = true”>
6.          <rn:widget path = “input/FormInput” name = “contacts.password_new”/>
7.          <rn:widget path = “input/FormInput”
            Name = “contacts.password_veirfy”/>
8.          </rn:condition>
9.          <rn:widget path = “input/ContactNameInput” required = “true”/>
10.         <rn:wisget path = “input/CustomAllInput” table = “contacts”
            Always_show_mask = “true”/>
11.         <rn:widget path “input/FormSubmit”
            Label_button = “#rn:msg CREATE_ACCT_CMD#” on_success_url = “/app/account/overview”
            Error_location = “rn_ErrorLocation”/>
12. </form>
```

They would like you to change the following Items:

- Custom fields: (display only these two fields)
  - Contacts.free_trial (Not Required)
  - Contacts.contact_okay (Not required)

- Standard fields:
  - Contact.email_alt1(Required)
  - Contacts.email_alt2(Not required)
  - Contacts.ph_mobile(Not required)
  - Contacts.ph_home(Required)
  - Name (Not required)

Identify the option that correctly reflects the changes requested by the customer.

A.

```
<form id= “rn_CreateAccount” onsubmit= “return false;”>
        <div id = “rn_ErrorLocation”> </div>
        <rn:widget path “Input/FormInput” name = “contacts.email”
Validate_on-blur = “true” required = “true” initial_focus = “true”/>
        <rn:widget path “input/FormInput” name = “contacts.email_alt1”
Validate_on_blur = “true” required = “true” initial_focus = “false”/>
        <rn:widget path = “input/FormInput” name = “contacts.email_alt2”
Required = “false” validate_on_blur = “true” initial_focus = “false/”>
<rn:widget path = “input/FormInput” name = “contacts.login”
Required = “true” validate_on_blur = “true”/>
        <rn:condition_config_check = “RNW_UI:EU_CUST_PASSWD_ENABLED = =
true”>
        <rn:widget path = “input/FormInput” name = “contacts.password_new”>
        <rn:widget path = “input/FormInput”
Name = “contacts.password_verify” />
<rn:widget path= “input/Form/Input” name “contacts.pg_home” required = “true”/>
<rn:widget path = “input/FormInput” name = “contacts.ph_mobile”/>
</rn:condition>
<rn:widget path = “Input/ContactNameInput”/>
<rn:widget = path = “input/FormInput” name = “contacts.c$free_trial”
Required = “false”/>
        <rn:widget path “input/CustomAllInput” table = “contacts”
always_show_mask “true”/>
        <rn:widget path = “input/FormSubmit”>
Label_button = “#rn:msg: CREAT_ACCT_CMD#” on_success_url =
“/app/account/overview”
Error_location = “rn_ErrorLocation”/>
</form>
```

B.

```
<form id = “rn_CreateAccount” onsubmit = “return false:”>
            <div id “rn_ErrorLocation”> </div>
            <rn:widget path = “input/FormInput” name = “contacts.all_email”
Validate_on_blur = “true” required = “true” initial_focus = “true”/>
            <rn:widget path = “input/FormInput” name = “contacts.login”
Required= “true” validate_on_blur = “true”/>
            <rn:condition config_check = “RNW_UI: EU_CUST_PASSWD_ENABLED = = true”>
            <rn:widget path = “input/FormInput” name = “Contacts.password_new”/>
<rn: path = “input/FormInput”
Name = “contacts.password_verify”/>
<rn:widget path = “Input/FormInput” name = “contacts.ph_home” required = “true”/>
<rn:widget path = “input/FormInput” name = “contacts.ph_mobile” />
            </rn:condition>
<rn:widget path”input”>
<rn:widget path = “input/FormInput” name = “contacts.c$free_trial” required = “false”/>
<rn:widget path = “input/FormInput” name = “contacts.c$free_trial” required = “false”/>
<rn:widget path = “input/FormInput” name = “contacts.c$contact_okay”
Required = “false”>
/*
<rn:widget path = “input/CustomAllInput” table = “contacts” always_show_mask = “true”/>
*/
            <rn:widget path = “input/FormSubmit”
Label_button = “#rn:msg: CREATE_ACCT_CMD#” on_success_url= “/app/account/overview”
Error_location = “rn_ErrorLocation”/>
</form>
```

C.

```
<form id = “rn_CreateAccount” onsubmit = “return false;”>
            <div id = “rn_ErrorLocation”> </div>
            <rn: widget path = “input/FormInput” name = “contacts.email’>
Validate_on_blur = “true” required = “true” initial_focus = “true”/>
            <rn:widget path = “input/FormInput” name “contacts.email_alt1”
Validate_on_blur = “true” required = “true” initial_focus = “false”/>
<rn:widget path “input/FormInput” name = “contacts.email_alt2”
Required = “false” validate_on_blur = “true” initial_focus= “false”/>
<rn:widget path = “input/FormInput” name = “contacts.login”
Required = “true” validate-on_blur = “true”/>
            <rn:condition config_check = “RNW_UI:CUST_PASSWD_ENABLED = = true”>
<rnwidget path = “input/ContactNameInput” required = ‘false”/>
<rn:widget path = “input/FormInput” name = “contscts.password_new” />
<rn:widget path = “input/FormInput”
Name = “contacts.password_verify” />
<rn path = “input/FormInput” name = “contacts.ph_mobile” />
            </rn:condition>
<rn:widget path = “input/FormInput” name = “contacts.c$free_trial” required = “false” />
<rn:widget path = “input/FormInput” name = “contacts.c$contact_okay”
Required = “false” />
<rn:widget path = “input/FormSubmit’ label_button = “#rn:msg:CREATE_ACCT_CMD#”
On_success_url = “/app/account/overview” error_location = “rn_ErrorLocation” />
</form>
```

D.

```
<form id = “rn_CreateAccount” onsubmit = “return false;”>
            <div id = “rn_ErrorLocation”> </div>
            <rn:widget path = “input/FormInput” name = “contacts.email”
Validate_on_blur = “true” required = “true” initial_focus = “true” />
<rn:widget path = “input/textInput” name = “contacts.email_alt1”
Validate_on_blur = “true” initial_focus = “false” />
<rn:widget path = “inpu/textInput” name = “contacts.email_alt2”
Required = “false” validate_on_blur = “true” initial_focus = “false” />
            <rn:widget path = “input/FormInput” name “contacts.login”
Required = “true” validate_on_blur = “true” />
            <rn:condition config_check = “RNV_UI:EU_CUST_PASSWD_ENABLED = = true” >
<rn:widget path = “input/ContactNameInput” required = “true” />
<rn:widget path = “input/FormInput” name = “contacts.password_new” />
<rn:widget path = “input/FormInput” name = “contacts.password_verify” />
<rn:widget path = “input/FormInput” name = “contacts.ph_home” required = “true” />
<rn:widget path = “input/FormInput” name = “contacts.ph_mobile” />
            </ rn:condition>
<rn: Widget path = “input/textInput” name = “Contacts.c$free_trial” required = “true” />
<rn:widget path = “input/FormSubmit”
Label_button = “#rn:msg:CREATE_ACCT_CMD#” on_success_url = “/app/account/overview”
Error_location=”rn+ErrorLocation” />
</form>
```

A. Option A
B. Option B
C. Option C
D. Option D

Answer: C

contacts.email_alt1 OK.
contacts.email_alt2 OK.
Contacts.contact_okay OK.
Etc.

Incorrect:
Not A: Contacts.contact_okay not specified.
Not B: contacts.email_alt1, contacts.email_alt2 not specified.
Not D: Contacts.contact_okay not specified.

Question: 36

Your customer is editing a contact workspace that is the parent of a object customer. They do not see the child custom object information.

Select the three areas to check to verify that the condition is correct.

A. The custom object was deployed.
B. The custom object has a relationship with the parent.
C. The profile has custom object permissions.
D. The custom object has an associated workspace.
E. The custom object has workspace permissions.

Answer: A,B,E

Question: 37

Your customer would like a high, medium, or low severity level assigned to each incident. The agents will service the incidents using a queue representing each severity. Which option shows the minimum steps required to satisfy the requirements?

A. Create incident queues and severities
B. Create incident statuses, queues, and severities
C. Create incident severities
D. Create incident statuses and queues

Answer: A

Question: 38

Your customer has asked you to create a report that shows all incidents opened within the past month.

The report should show the following columns:

- Number of incidents opened in the past month
- Number of incidents opened in the past week
- Number of incidents opened in the past day

Which two functions are needed in the expressions to create the three columns?

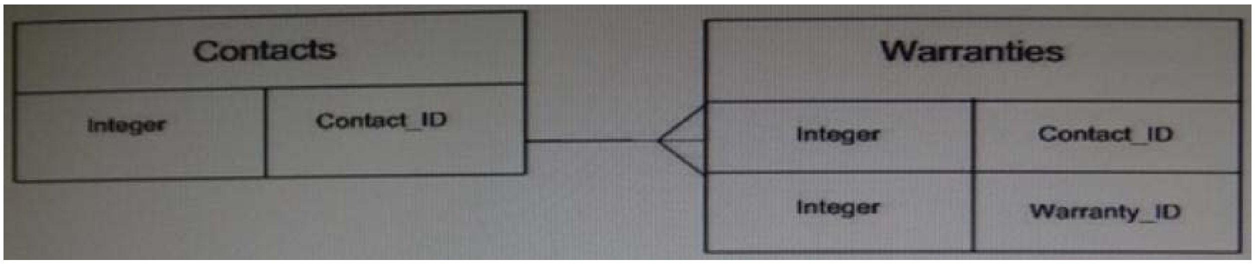
A. NVL
B. AVG
C. IF
D. DECODE
E. SUM

Answer: C,E

Incorrect:
Not A: In Oracle/PLSQL, the NVL function lets you substitute a value when a null value is encountered.
Not D: `DECODE` compares `expr` to each `search` value one by one. If `expr` is equal to a `search`, then Oracle Database returns the corresponding `result`. If no match is found, then Oracle returns `default`. If `default` is omitted, then Oracle returns null.

Question: 39

A client would like to edit a contact record and in addition add warranty Information.
Select the implementation steps required using the Custom object design below.



A. Insert the Warranties fields into the Contact workspace.
B. Insert the Warranties control into a tab in the Contact workspace.
C. Use the Warranties workspace and add the Contact control.
D. Insert a report control and assign a Warranties report into a tab in the Contact workspace

Answer: A

Question: 40

Your customer has team leads who are responsible for creating business rules and managing staff accounts. However, they should not be allowed to create or modify any profiles.

Which two options should be used to configure the Navigation Set for these team leads?

A. Keep the default Configuration items in the Configuration pane and let the profile handle this.
B. Create a navigation set that only has "Rules" and all "Staff Management" items in the configuration pane.
C. Add the Configuration item of Rules, and Staff Account by Group report into Home Tab and remove the default Configuration pane.
D. Add the Configuration items of Workspace/Workflows, Rules, and Staff Account by Group Report into the Home Tab and remove default Configuration pane.

Answer: A,B

Note:
* The configuration tasks required when starting to use RightNow CX are:

1. Create Navigation Set
2. Create Workspace (optional)
3. Create Profile (associate Navigation Set and Workspace with the Profile)
4. Create Staff Account (associate Profile with the Staff Account)

Question: 41

Your customer has linked products and dispositions together on their site. On the agent's incident workspace the list of dispositions is not being filtered.

Select the two actions that will assist in troubleshooting this issue.

A. Your customer's agents must log out and log back in.
B. The Auto Build product disposition links is not selected.
C. The incident workspace does not have a filter workspace rule assigned.
D. The enable product disposition linking is not selected.
E. The client has not refreshed the incident in the incident workspace.

Answer: C,E

C: You can use workspace rules to filter out unwanted dispositions.

Question: 42

When an incident is opened, your customer would like to have different workspaces open based on the six products that can be selected when an incident is submitted from the Ask A Question customer portal page.

When designing the workflow used to complete this requirement, which three elements are necessary?

A. Entry Point

B. Load
C. Set Fields
D. Decision
E. Workspace

Answer: B,D,E

Question: 43

Your customer has asked that all incidents be “scanned” for words that may revolve around product defects and injures so that they can alert their risk management team of any possible product issues or liability. The customer accepts that 100% accuracy is not available, and accepts that they will be false positives and a margin for error.

They have provided you he following words to be “scanned”:

1. Mouth
2. Jaw
3. Cheek
4. Jowl
5. Chin
6. Oral
7. Palate

The customer requires the following:

- Match whole words only
- All valid words must be preceded with a space.
- All valid words must be spelled correctly.
- All words must be directly followed by a meta character in this list:
  - , {comma}
  - . {period}
  - ’ {single quote}
  - ” {double quote}
  - ; {semi colon}
  - : {colon}
  - {space}
  - ! {exclamation point}
  - ? {question mark}
  - & {ampersand}

You decide to use a regular expression to search for these words in all incoming emails.
^mouth [, | . | ’ | ” | ; | : | | ! | ? | &] | \ jaw [| , | . | ‘ | “ | : | ! | &] | \ cheek [, | ‘ | ; | : | | ! | ? | &]
| \
jowl [, | . | ‘ | ; | | !| ? | &] | \ chin$ [, | . | ‘ | “ | ; | | ! | ? | &] | \ oral [, | . | ‘ | “ | : | | ? | &] | \
pallate [, | . | ‘ | “ | : | | ! | ? | &] | \

Identify the three words that will be correctly matched to this regular expression.

A. Mouth
B. Jaw
C. Cheek
D. Jowl
E. Chin
F. Oral
G. Palate

Answer: B,C,D

Incorrect:
Not A: mouth will not match ^mouth
Not E: chin will not match chin$
Not G: palate will not match pallate

Question: 44

When using standard reports within the Analytics module there is a limit to what can be edited in each report.

Select the two items that are editable on a standard report.

A. Schedules
B. Report Heading
C. Non Selectable Filters
D. Column Headings
E. Graphs
F. Permissions

Answer: A,B

A: choose Edit Report Definition

In edit mode, on the Home tab, choose Scheduling.
• Choose Add Schedule, and then change the format to HTML Email (Images/Charts sent in email)
• Name the schedule, fill in your e-mail address, and set the recurrence to weekly.
• Save your report.

Question: 45

Which three expressions use proper syntax?

A. If (incidents.assgn_acct_id IS NULL, ‘Not Assigned’, 0)
B. Date_diff(incidents.closed, incidents.created)
C. If(incidents.assign_group_id = 100460, ‘With Support’, ‘Not with Suport’)
D. Sum(if(incidents.status_id < > 2, 1, 0))
E. Avg(incidents.c&times_opened)

Answer: A,B,C

Question: 46

Select the six actions that initiate the business rules engine to run its configured logic.

A. A customer asks a question on the end user portal.
B. An agent edits contacts, incidents, organizations, or tasks.
C. A customer updates their contact details via the end-user pages.
D. An agent edits an opportunity.
E. The rules engine is updated.
F. A customer adds more information to their incident via the end-user pages
G. An agent creates or edits an answer.
H. An administrator compiles the rules engine.

Answer: A,B,C,D,F,G

Incorrect:
Not E, not H: changes to the rules engine itself does not initiate the business rules engine.

Question: 47

In which two sections of the Customer Portal is the Guided Assistance widget available for end customers?

A. Ask a Question
B. The answers list page only
C. Any page the customer wants it placed
D. The answers detail page
E. The popular answers list page
F. They are only available when using smart assistant

Answer: C,D

Note:
* For customers, Oracle RightNow Guided Assistance Cloud Service provides these benefits:
/ It can be positioned where customers need help—on a Web page or in an answer.
/ Guides can be deployed in multiple locations across your Website.
/ Guides can be delivered on a PC or any Web-enabled mobile device with a modern JavaScript-enabled browser.

* Customers can access Oracle RightNow Guided Assistance Cloud Service via a link on either Oracle RightNow Customer Portal Cloud Service or another Web page.
To assist consumers, the guides created with Oracle RightNow Guided Assistance Cloud Service can be embedded in answers and include links to chat and other communication channels.
Agents can access Oracle RightNow Guided Assistance Cloud Service whether they're serving customers via phone, chat, or e-mail. Agents can then include guides (which can be triggered by workspace rules) and related answers in chat and e-mail responses. With Oracle RightNow Customer Portal Cloud Service, it's easy for agents to find the most appropriate guide.

Question: 48

Identify which option describes a valid use of the disposition field.

A. Describe the topic of knowledgebase answers
B. Describe the classification of incidents
C. The customer selected the nature of the question
D. Describe the status of the customer question

Answer: B,D

B: If agents are required to select from a certain subset of dispositions when solving incidents, you could create a workspace **rule to make the Disposition field required and hide several of its items** when incidents are set to Solved.

Question: 49

Your customer ships packages directly to customers using a track able shipping method.
When an order is shipped, a tracking number is saved in an incident custom field.

In order to quickly respond to customer's questions about shipping status, your customer has requested that a hyperlink control be available on the incident workspace that will load the tracking details of the package associated with the incident when clicked.

The custom field details are below:

- Name: Tracking ID
- Data Type: Text Field
- Usage: Plain Text
- Default Value: Null
- Size of Field: 13
- Column Name: tracking_id
- Custom Field ID: 87

The URL customer has provided for tracking is
https://widgetshippers.com/trackyourpackage?id=

Of the available options, select the one that satisfies your customer's request.

A. https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id
B. https://widgetshippers.com/trackyourpackage?id=c$tracking_id
C. https://widgetshippers.com/trackyourpackage?id=$p_icf_87
D. https://widgetshippers.com/trackyourpackage?:id=incidents.c$tracking_id
E. https://widgetshippers.com/trackyourpackage?id=$icf_c&tracking_id

Answer: A

Question: 50

Your customer wants agents to automatically receive an incident private note that explains how to handle specific responses from customers.

These incidents would be identified by specific terms in the subject line.
Select three steps needed to accomplish this.

A. Use an Incident Business Rule to append standard text to the uncommitted response buffer.
B. Add a workspace rule that checks for identified terms in the subject line.
C. Create Standard Text with instructions.
D. Use an Incident Business Rule to append standard text to Customer Thread.
E. Add the Standard Text as Private Note to Thread in the workspace rule.

Answer: B,C,E

Question: 51

Your customer has five different incidents queues:

- Help
- Tier 2
- Escaped
- Accounting
- VIP

The Help and VIP queues have the quickest response goals.

Which two configurations will ensure that an agent's profile pulls incidents assigned these queues first using a single agent profile?

A. Create an agent profile to only work these two queues.
B. Add all five queues to the agent's profile.
C. Add all five queues to the agent's profile with Helper and VIP being the first two in the list.
D. Use the First Due Pull Policy
E. Use the Strict Priority Pull Policy

Answer: B,E

Question: 52

You have created a custom widget for a customer portal page, and the widget needs to be styled based on your customer's branding guidelines.

Identify the location where the CSS file must be placed within the file structure.

A. \euf\development\widgets\custom\{widget name}\
B. \euf\rightnow\widgets\standard\{Widget name}\
C. \euf\assets\css\{widget name}\
D. \euf\assets\themes\{theme name}\widgetCss

Answer: D

Question: 53

Your customer wants to put the information in the "answer" section of their knowledgebase article as more important than the information in the "subject" section.

What two system configuration settings can be modified to increase the value of the phrases in the "answer" versus the "subject" during a search from either customer portal of the agent desktop?

A. SRCH_ATTACH_WEIGHT
B. SRCH_SUBJECT_WEIGHT
C. SRCH_BODY_WEIGHT
D. SRCH_KEY_WEIGHT
E. SRCH_PROD_WEIGHT
F. SRCH_CAT_WEIGHT
G. SRCH_DESC_WEIGHT

Answer: B,C

Question: 54

Your customer has over a thousand answers in their knowledgebase.

The keyword search report shows that some end customers are searching, using a misspelled word returning zero results.

The client does not want to edit all the answers to fix this situation.

Choose the option that will fix your customer's issue.

A. Add the misspelled words to a custom field.
B. Add the misspelled words to the answer keyword.
C. Add the misspelled words to the stop word list.
D. Add the misspelled words to the alias file.

Answer: D

There are two files in particular that are especially important when configuring and tuning your knowledgebase, aliases.txt and exclude_answers.txt (aka stop words).

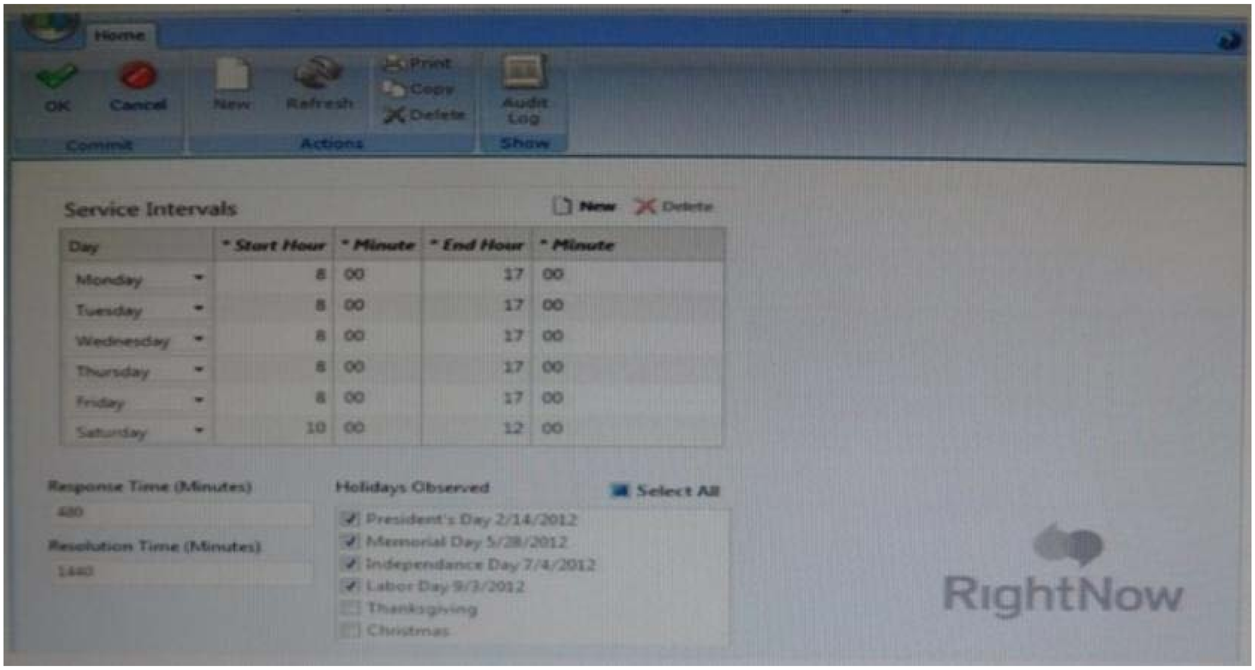
Aliases.txt - Use the Aliases.txt file in the File Manager, wordlist files to create synonyms. Make sure you are using consistent terms in your Answers.

Adding misspellings to the Aliases.txt works very well, and presents people with Answers even if they make an common spelling error. it works very well.

If you add a misspelling to the keywords box, it only applies to that one single answer.

Question: 55

Incident #120703-002539 was submitted on Tuesday, July 3, 2012 at 1:00 pm.



At what time the initial Response Due (incidents.rel_due) field be stamped using the response requirements shown?

A. Tuesday, July 3, 2012 at 9:00 pm
B. Wednesday, July 4, 2012 at 12:00 pm
C. Thursday, July 5, 2012 at 12:00 pm
D. Thursday, July 5, 2012 at 1:00 pm
E. Saturday, July 7, 2012 at 12:00 pm

Answer: C

* From the exhibit we see that the response time is 480 minutes (6 hours).
* From the exhibit we see that the resolution time is 1440 minutes (24 hours).
* incidents.rel_due is the result of the calculation that RN makes to tell you when an Incident is due for a response.

* The best thing to do in this instance is adjust the response requirements and SLA level to suit. In the SLA edit function, you can tell the system the working hours that are used, i.e. Monday to Friday, 0900 - 1700. Also under the SLA edit, in Response Requirements you'll see Response and Resolution Time. Set these to the working number of minutes. So, for example. If you did do 9-5 during a working day, you're going to want to set this to 8x60x5 (2400).
Also, do the same in the Response Requirements edit (above the Service Level Agreements in the Configuration tab).
You'll find both of these functions under Service in the Configuration tab.

What this will do is tell the system to start counting, but only during working hours. So, if an incident comes in outside of your working hours, say 11pm, it won't start the clock until 0900 the following morning.

Question: 56

Your customer requested that you create a new report and make it available in the agent's navigation set.

You create the report and add it to the agent's navigation set. However, the agents cannot see the new report.

Select three actions you must perform to identify the reason the report does not display for the agents.

A. Request the agents to log off and log back on.
B. Check the Customize Navigation Sets selection.
C. Review the navigation set in the profile to ensure it matches the navigation set you updated.
D. Validate the Analytics permissions set for the report
E. Review the filters in the report to ensure the Assign field selection is set to Logged In.
F. Verify that profile permissions in Service has a check for "Read" under Incidents.

Answer: C,D,E

Note:
* The staff members assigned to the profile have access to only those reports and items defined in their profile's navigation set unless you allow staff members with that profile to customize their navigation set.

* Navigation sets control the navigation lists and buttons that staff members see on the navigation pane of the RightNow CX Console.

Navigation sets can be created for staff members who have any combination of responsibilities, and can be assigned to staff members in their profiles.

Every staff member has a profile, and every profile must include a navigation set that all staff members with that profile use when they work in RightNow CX.

A navigation set is a combination of navigation buttons and their associated navigation lists.

Question: 57

Your customer's site consists of four business units using four different interfaces.

To avoid any configuration changes affecting other business units they have created four test environments for all system changes to be deployed and tested for each business unit before moving and changes into production.

Following the standard deployment method, how many deployments (excluding the copy between environments) must take place for the changes to be live in production, if they are customer portal changes for each of the four interfaces on each of the four environments?

A. 28
B. 30
C. 32
D. 34
E. 36
F. 38
G. 40

Answer: C

Question: 58

After an implementation of a Chinese Knowledge base, your customer notices there are some search terms that are not found when searching through the knowledgebase under any use case.

You have verified that there are answers for the search terms being searched, but you also verify that answers are not being returned correctly.

Identify the configuration change you would make to mitigate this problem.

A. Update the answer keywords
B. Verify that all selections of the target answer(s) contain the search terms you're looking for.
C. Create hidden div tags inside the answer's question section to promote the matching of a given target search term that isn't being matched.
D. Create entries for the word and its syntax in the dictionary file.
E. Create alias and thesaurus entries with the correct target search terms.

Answer: E

Question: 59

Your customer is using standard statuses, status types, and the standard agent "My Inbox" report.

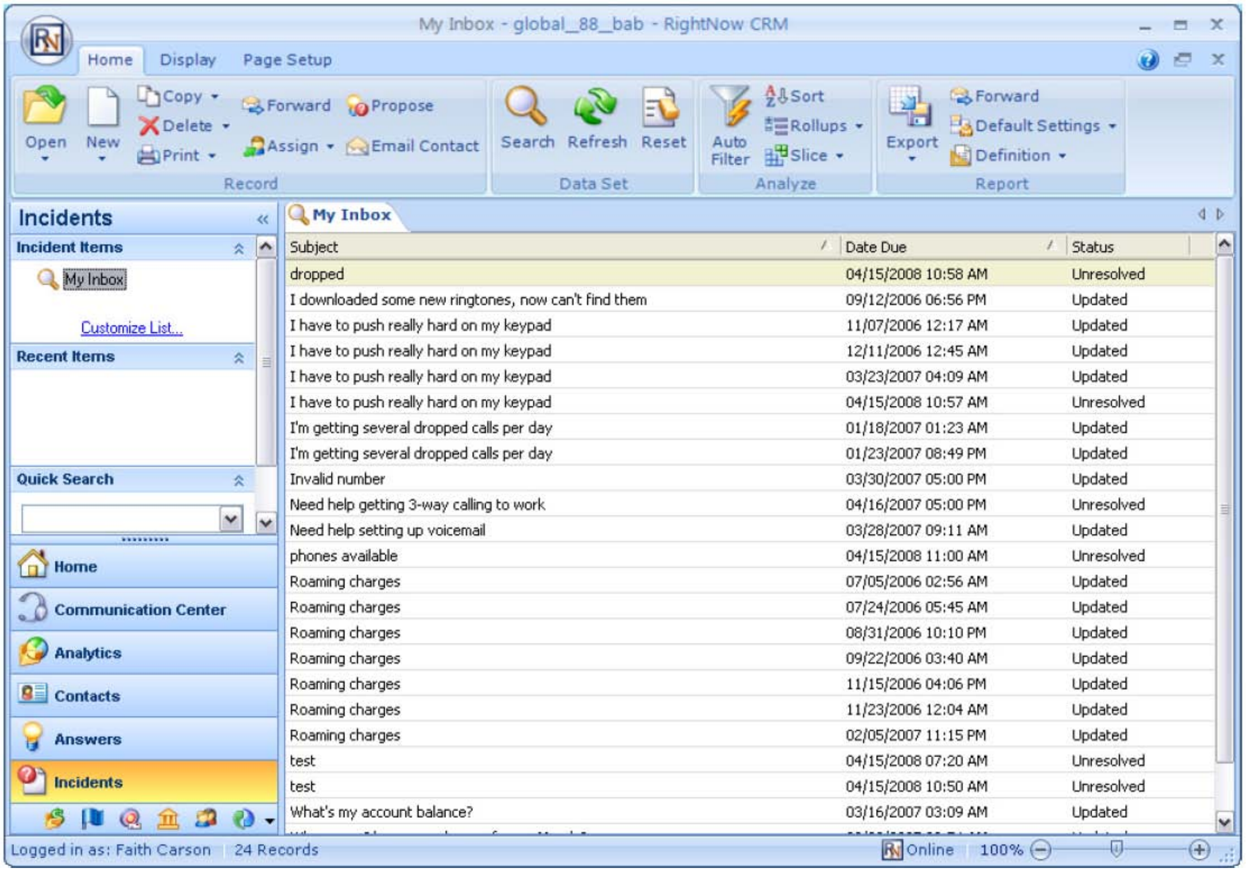
Which two incident status types will show up in the agent's "My Inbox" report?

A. Solved
B. Unresolved
C. Waiting
D. Updated

Answer: B,D

See figure below.

Figure: My Inbox Report



Note:
* **Inbox**—An agent's personal queue consisting of all the incidents that have been assigned to the agent.

* Incidents can have one of the four default incident statuses, or they may have a custom status defined by your RightNow administrator. The default statuses are Unresolved, Solved, Updated, and Waiting.

* Info:
Click this button to see details about the incident, including when it was created and last updated, the date when the initial response was due, the date of the initial response, the date of the last response, the closed date, the staff member who created it, and the incident ID. If the incident is in a rules state or has an escalation level, that information also appears.

Question: 60

Select the two statements that describe reasons why you would link products to categories.

A. It simplifies reporting on answers and incidents products and categories
B. It allows filtered product and category lists when creating answers
C. It allows filtering of product and category menus on customer portal pages
D. It allows filtering of product and category menus on incident workspaces

Answer: C

If your organization has **large numbers of categories or dispositions**, staff members and customers must review **long lists of menu items** to find appropriate options. You can simplify their choices with **product linking**.

When products are linked to categories, only the linked categories are displayed when customers select products on the customer portal or when staff members select products while working on incidents. **When products are linked to dispositions, only the linked dispositions are displayed when agents select products for incidents**. Product linking is a powerful tool for enhancing efficiency for both staff members and customers.

Product-category linking is independent of product-disposition linking, so you can enable one or the other or both.

Question: 61

Your customer has special business process where their agents will put incidents into a waiting status for a period of one week on a regular status basis.

Your customer would like these incidents to remain in the waiting status until the agent has finished researching the incidents(s).

Your customer does not want these incidents to close until 7 calendar days have passed.

Which configuration setting needs to be modified form its default value in order to prevent the system from closing the waiting incident automatically?

A. DORMANT_INCIDENTS
B. CI_WAITING_CALC_DAYS
C. CI_HOURS
D. PURGE_DELETE_INCIDENTS

E. MYQ_REOPEN_DEADLINE

Answer: A

The DORMANT_INCIDENTS configuration setting specifies the number of days after which Solved incidents are flagged as dormant by the agedatabase utility. To disable this feature, set this value to 0. If you set the DORMANT_INCIDENTS setting to a value greater than that specified in the PURGE_DELETE_INCIDENTS setting, the incidents will get purged before they can ever be set to dormant. By default, this feature is set to 0 which means incidents are never flagged as dormant.

Question: 62

Your customer would like to classify their incidents by the hierarchy of services they provide, and will route customer web form incidents to agents according to the type of help selected and by service in the hierarchy.

Select the two statements that would satisfy these requirements.

A. Use the product field to identify the services and the disposition field to identify the customer’s incident type of help.
B. Use the product field to identify the services and the category field to identify the customer’s incident type of help.
C. Use the product field to identify the services and an incident custom field to identify the customer’s incident type of help.
D. Use the category field to identify the customer’s incident type of help, and an incident custom field to identify the services.

Answer: B,C

Question: 63

Your customer would like to run incident report with up to five years of data on incidents and activity for a given agent regardless of whether an agent has left the company.

Your customer is not sure what they need to do to keep from deleting data for agents that have left the company.

Identify which option would allow your customer to administer the staff accounts to enable the reporting abilities they require.

A. Disabled from Assignment
B. Disabled from Assignment and Report Filters
C. Permanently Disabled
D. Do not disable, but lock the staff account
E. Reassign the old incidents to another staff accounts called Former Employee

Answer: A

Question: 64

Referring to custom fields in the system, identify the column identifier that indicates it is a custom field.

A. CO$
B. C$
C. RN$
D. CF$
E. $C

Answer: B

In the latest RightNow API (February 2012 and May 2012 release), one of the important changes we need to be aware of is the structure of custom field and the query format in ROQL.
In the older API version, all custom field API name has a prefix of “c$”. e.g, c$mycustomfield.
You can query the custom field data out by using the following ROQL:

Select ID, c$mycustomfield FROM Contact;

Question: 65

Identify the seven data types that are available as custom fields.

A. Text Area
B. Integer
C. Date Field
D. Currency
E. Date/Time
F. Text Field
G. Yes/No
H. Menu
I. Float
J. Multi Select Menu

Answer: B,C,D,E,F,G,I

Question: 66

Within the password configuration settings what does the grace period control?

A. The number of days after an account is locked when the user can request an online reset of his password
B. The number of days a notice is sent to the user before his password expires
C. The number of days after a password expires that the user can still log in before the account is locked
D. The number of days before a manager is noticed of a locked account

Answer: C

Grace period after expiration before account is locked.

Question: 67

Your customer's "Chat Survey Score" report contains valid records; however all of the average scores to be zero.

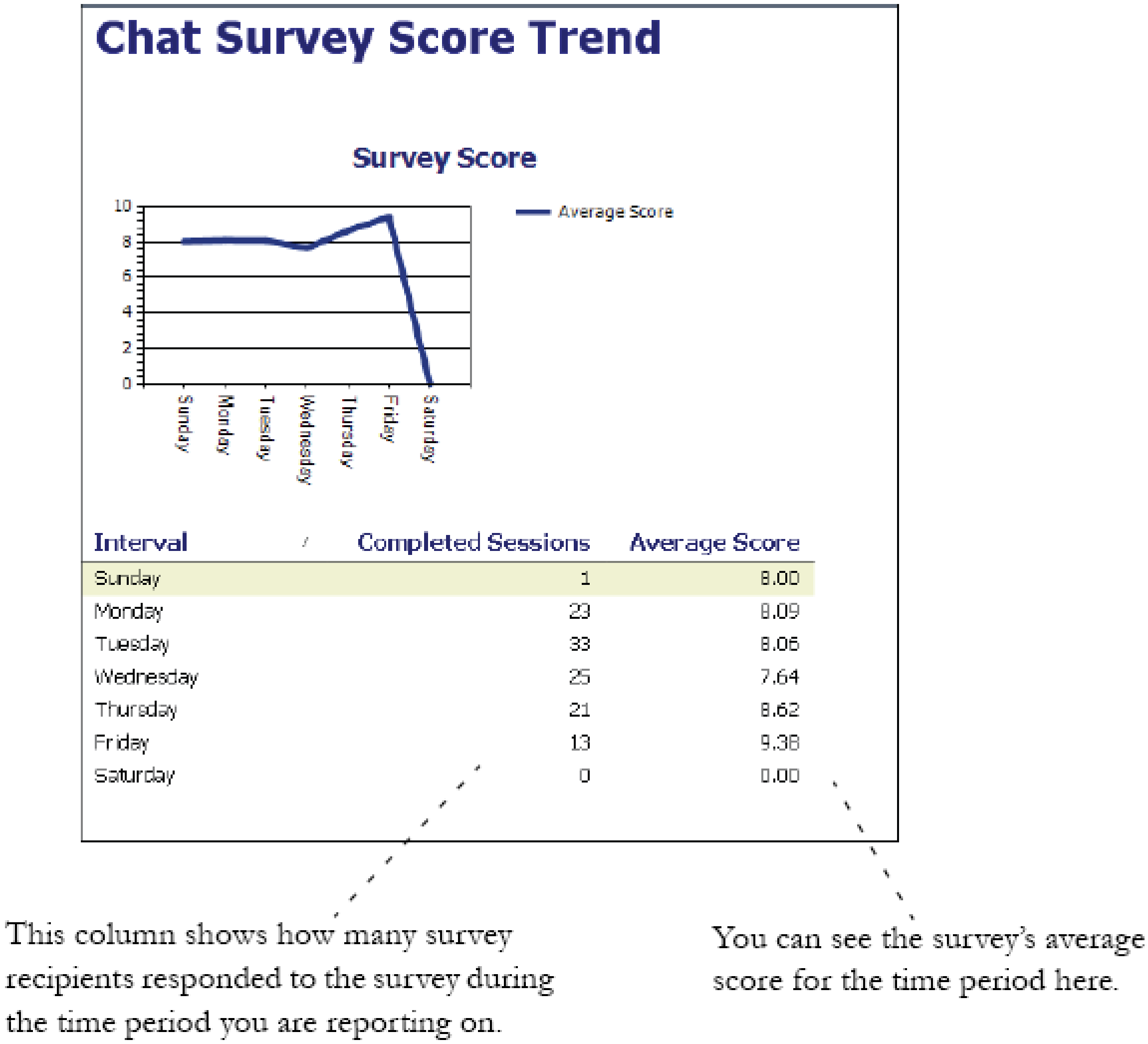
What two steps will correct this?

A. Add values to the Score field in the Survey Questions.
B. Ensure the survey's questions are included In the "Chat Survey Score" report.
C. Update the Filters in the report.
D. Change the Survey questions to a Matrix type.
E. Refresh the Chat Survey report.
F. Change the format of the Average Score.

Answer: D,E

Note:
* Survey Results by Chat Session shows your customers’ responses to surveys they received after completing chat sessions. The report shows you the names of the surveys completed by the customers, the dates and times the survey responses were received, and the total score from each survey response.

*



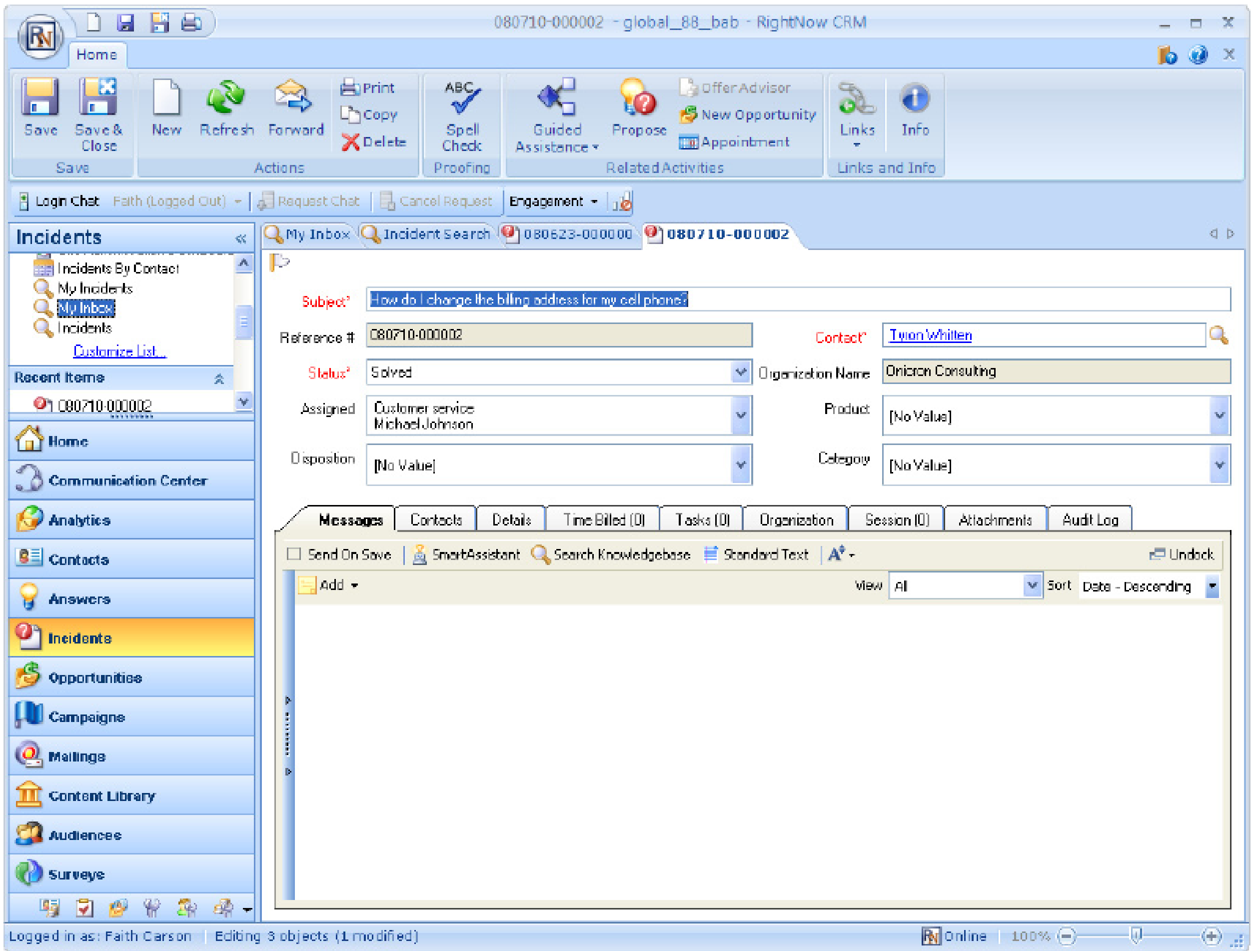
Question: 68

Your customer would like some changes to be made in the incident workspace. Which three changes can be made by using workspace functionality?

A. Right justify all field labels on the workspace
B. Copy the value in the Queue menu to a custom field.
C. Conditionally hide specific product items based on the logged in staff account's profile.
D. Focus on a specific workspace tab based on the value of a custom field.
E. Change the color of the Banner Flag based on the incident's severity.

Answer: A,C,E

Note:
* RightNow Service provides a standard workspace for working with incidents. The workspace defines which fields are available, which buttons are displayed on the ribbon, and how the information is organized on the content pane.
* keep in mind that the workspace your profile uses may display a different combination of fields, or it may display them in a different location on the content pane.
* example of the standard incident workspace.



Question: 69

Your customer has five active agents, one agent profile, three products, and three incident queues (queue1, queue2, and queue3).

Their incidents are directed to each queue based on their three products.

Each product is assigned a unique queue.

The priority of queue to be worked are queue 1, queue2, and queue3.

Identify which two items will solve this problem.

A. Change the full policy for the agent profile to manual and instruct at least one of the agents to pull queue3.
B. Change the pull policy for the agent profile to “”First Due.
C. Create an escalation rule for the agent profile to “First Due”.
D. Create a new agent profile that has a reverse queue order and assign at least one agent to the new profile.

Answer: C,D

Question: 70

Which incident field is designed to be used by your customer to standardize tracking of how incidents are resolved?

A. Response Message
B. SLA Instance
C. Severity
D. Disposition
E. Source

Answer: A

When you add an incident, you create a record of both the customer’s question and your response, which can help your organization track how the incident is resolved.

Question: 71

Your customer would like to have the default search report (Answers – Complex Expression Search Default) on their customer portal page altered with the following requirements.

- They want the New and Update tags to be displayed for only 7 days.
- They want to display the Answer's score.

Identify the two options that will enable you to complete the requirements.

A. Delete the exceptions for New and Updated.
B. Unhide the computed score (solved) column.
C. Change the variables for $new and $updated.
D. Update the configuration settings of ANS_NEW_INC_DURATION and ANS_UPD_INC_DURATION.
E. Insert the score (solved count) columns.

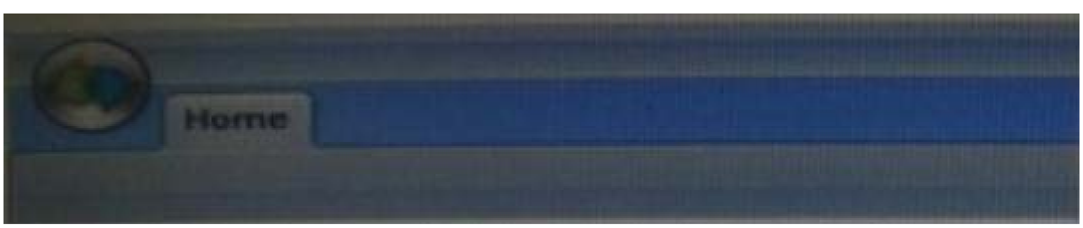
Answer: D,E

D: Specify how long an answer is displayed as new. ANS_NEW_INC_DURATION
Specify how long an answer is displayed as updated. ANS_UPD_INC_DURATION

E:
* Both long-term and short-term solved counts are used to calculate the score.

* Score—A calculated value that ranks the order of displayed answers. An answer's score is determined by its solved count and any display position that was set when the answer was added or updated.

Question: 72



Which two statements are true about the Oracle RightNow CX Cloud Service Application button?

A. Contains shortcuts for adding records and items to the knowledge base

B. Provides context-sensitive help
C. Provides quick access to any of the interfaces defined for your application
D. Can include shortcuts to commonly used reports

Answer: C,D

Question: 73

View the Exhibit.

Your customer has “Gold” level SLAs being applied to organization automatically with an organization rule.

After six months the business decides to reduce the turnaround time for the response.

Instead of responding in 24 hours yours agents need to respond to the end customers within the business hours.

You modify the Gold SLA to reflect this change but you notice that the SLA reports are still using a 24 hours response time.

Which statement is correct?

A. Your site has been corrupted with “Ghost” SLAs (See Exhibit).
B. You have not activated the rules so the updated SLAs are not being applied.
C. Updating the SLA will not automatically update the organization’s SLA.
D. The SLA reports will need to be modified to use the new SLA.

Answer: D

Question: 74

Your customer would like you to alter the content and format of the emails that are sent to their end customers when response is sent.

Which three of your customer's requirements can be fulfilled through the use of interface configuration?

A. All emails sent must have the incident reference number at the beginning of the subject.
B. All emails sent must contain the response of the agent and not the customer's thread.
C. Incident messages shouldn't be sent.
D. Receipt messages shouldn’t be sent.
E. All emails sent must be in HTML format.

Answer: A,B,D

Question: 75

Identify the four guidelines that are relevant with regard to web accessibility.

A. Support increased text sizes.
B. Ensure color alone is not used to convey content.
C. Avoid background sound.
D. Ensure no underlined content exists.
E. Provide multiple methods for finding content.
F. Ensure all alternate text is unused.

Answer: A,B,C,E

Question: 76

Your customer was reviewing published answers in their knowledgebase.

They noticed that several of the answers had irrelevant answers listed in the “Answers other found helpful” section of the answer detail page.

What step is required to eliminate the individual irrelevant answers?

A. Remove the related answers widget from the Customer Portal page.
B. Remove the irrelevant answers from manually related answers.
C. Block the irrelevant answers from Learned Links.
D. Delete the irrelevant answers from Sibling Answers.

Answer: D

Note:
* A meta-answer is a collection of related answers that are all associated with the same products

and categories. These related answers are called
sibling answers, and that relationship is defined on the CX
Console, not on the accessibility interface

Question: 77

Your customer has created a new script and has deployed it to the agents in their call center within their incident workflow.

They have noticed an issue that all of their agents cannot end the script of the places that were designed to.

Identity the two reasons for this.

A. There are no exit or finished events being triggered on the script pages.
B. The agents cannot get to the pages where they can end the script.
C. There are no return events listed in the incident workflow for the script to use.
D. There are no script beginning and ending buttons enabled for the script pages.

Answer: B,C

Question: 78

Your customer is going to have three brand-related incident queues.

They need to do an order routing of incidents created through an email channel to different queues.

Identify the correct options to configure your routing rules for initial routing.

A. Create a rule to route to each brand queue from the corresponding service mailbox in the “progress” state.
B. Create a rule where if a subject contains the brand name, it should be routed to a brand queue.
C. Create a rule to route to each brand queue from the corresponding service mailbox in the “initial” state.
D. Create a rule where the sender’s domain = a branch, route the incident to the matching brand.

Answer: C

Question: 79

View the exhibits.

Exhibit A

AcId: 101907

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id Logical Expression incidents.status_type = Unresolved Join Filters	Outer

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit B

AcId: 101906

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Outer

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit C

AcId: 101905

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	accounts.full_name	Text	
# Incidents	count(incidents.i_id)	Integer	

Exhibit D

AcId: 101908

Tables

Table	Alias	Join condition	Type
Incidents	incidents		

Filters

Logical Expression: incidents.status_type = Unresolved

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assgn_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

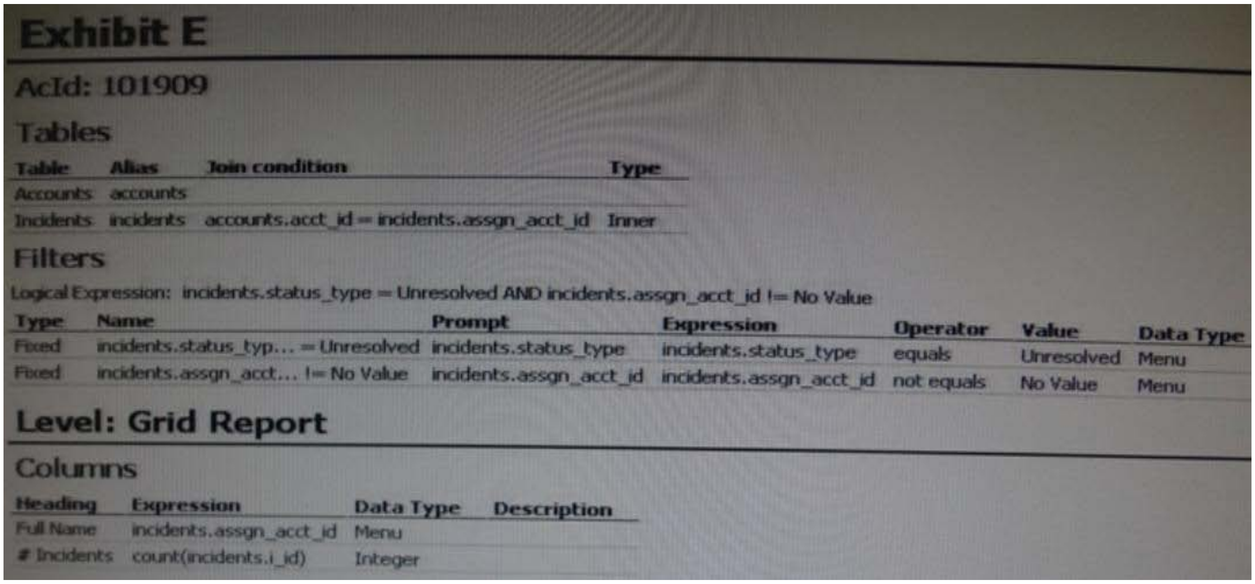


Exhibit E

AcId: 101909

Tables

Table	Alias	Join condition	Type
Accounts	accounts		
Incidents	incidents	accounts.acct_id = incidents.assgn_acct_id	Inner

Filters

Logical Expression: incidents.status_type = Unresolved AND incidents.assgn_acct_id != No Value

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	incidents.status_typ... = Unresolved	incidents.status_type	incidents.status_type	equals	Unresolved	Menu
Fixed	incidents.assgn_acct... != No Value	incidents.assgn_acct_id	incidents.assgn_acct_id	not equals	No Value	Menu

Level: Grid Report

Columns

Heading	Expression	Data Type	Description
Full Name	incidents.assgn_acct_id	Menu	
# Incidents	count(incidents.i_id)	Integer	

Your manager asks you to create a report that shows every Staff Account and how many open incidents have been assigned to them. Which report definition meets this criteria?

A. Exhibit A
B. Exhibit B
C. Exhibit C
D. Exhibit D
E. Exhibit E

Answer: C

Use inner join.

Question: 80

Your customer has two different types of end customers that will be visiting their knowledgebase website.

The types are “public customers” and “registered customers”.

They would like to present additional knowledgebase answers to the registered customers.

Choose the two statements required to set up this type of environment.

A. Set up an access level without customer visibility and assign it to the registered customer answers.
B. Ensure registered customers in to the knowledgebase website and are assigned a service level with the access level to their account.
C. Create special Products and Categories for the registered customer answers.
D. Set up an access level without customer visibility and assign it to all the customer answers.
E. Create a special public answer status for the registered customer answers.

Answer: B,C